(1) Installation work of five new BTSs (Base Transceiver Stations) at Muzaffarnagar, Thanabhawan, Budhana, Chhapar and Jansath is in progress.

(2) There is proposal for installation of two numbers of new BTSs at Morana and Kairana and expansion of one BTS at Jhinjhana.

Cell to deal with public complaints

2901. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there has been any cell to deal with the complainants on grievances of the public in regard to private cellular companies;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) There is a Public Grievance Cell in Department of Telecommunications (DoT) which receives complaints from the customers of telecom service providers including cellular service providers and send them to the concerned service provider for redressal.

Besides, Telecom Regulatory Authority of India (TRAI) has a Consumer Welfare Cell for Consumer Affairs. A group of consumers can petition Telecom Dispute Settlement and Appellate Tribunal (TDSAT) for redressal of grievances.

(c) Does not arise in view of (a) and (b) above.

Compensation to courier companies

2902. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government propose to ban all small courier companies from delivering post;

(b) if so, the details of the proposed ban;

(c) whether there is a proposal to take over small courier companies employing thousands of youths;

(d) the compensation would be paid to such companies and their